

Role Summary

We are seeking an Enterprise Systems Analyst to join our Information Systems team on a permanent basis. In this role, you'll contribute to the ongoing Dynamics 365 implementation and provide continuous support once the system is live. This position is perfect for someone with a technical background, strong business acumen, and a passion for Dynamics 365 systems.

As the system administrator, you'll play a critical role in supporting the Finance & Operations (F&O) module (inclusive of Human Resources) and the Customer Engagement module.

Role Definition

Job Title: Enterprise Systems Analyst (Dynamic 365)

Reporting To: Senior Business Systems Analyst

Responsibilities

- Support Dynamics 365 Implementation: Play a key role in the implementation team to ensure system requirements are met, processes are documented, and functionality and system configuration is aligned to expectations.
- Documentation & Process Mapping: assist in the creation and management of detailed documentation of system configurations, processes, and workflows.
- Assist with System Quality Assurance: Collaborate closely with the Dynamics testing team by advising on processes that feed into testing scripts and expected functionality.
- Dynamics Workflow Creation and Validation: Assist in creating and validating workflows within the F&O module.
- System Administration: Help define and maintain user access, roles, and permissions; conduct routine system checks, updates, and configurations.
- Go-Live Support and BAU management: Be part of the team that will manage and support Dynamics 365 once live, continuously improving the system with regular updates and new feature releases.
- Contribute, or otherwise assist, as required.
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills Required

- Able to demonstrate ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Dynamics 365 Expertise: Hands-on experience with F&O and HR modules is required. Customer Engagement (CE) experience is desirable but not essential
- Experience with DevOps, Microsoft Power Apps, and other Microsoft platforms
- Technical expertise: experience in a technical role in a business systems context such as IT support, system administration, or system analyst
- Analytical, problem solving and solution oriented with an ability to simply explain technical problems and solutions
- Proven ability to translate technical configurations and system processes into documentation
- Willingness to learn and become a super-user of F+P Dynamics 365 system
- Familiarity with change management processes and system documentation.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.

- Able to demonstrate initiative and a proactive approach to daily tasks.
- Strong communication and interpersonal skills, able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.
- Empathy with a creative environment

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.